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ABSTRACT

As part of the program review process at William Rainey Harper College (WRHC) in Palatine, Illinois, a study was conducted in spring 1993 of three groups of former Real Estate program students who had enrolled at WRHC during the previous 5 years. The three groups of students, each of whom were sent different questionnaires, included 252 students who had taken only the course RES 101 (Group A); 412 students who had taken RES 108, 109 and/or 115 (Group B); and 287 students had taken RES 123 and/or 124 (Group C). From these groups, usable surveys were returned by 71, 105, and 78 former students, respectively, for response rates of 28.2%, 35%, and 27.5%. Study findings included the following: (1) 60% of Group A respondents had taken the course to prepare for a real estate sales person test, while 92% of Group B students had enrolled in preparation for a real estate brokers test; (2) among Group B respondents, 65% were employed in real estate and 81% were working on a commission basis, compared to averages of 30% and 61% for the other respondent groups; (3) among Group C respondents, only 31% were likely to have a bachelor's degree, compared to 45% for the other respondent groups; (4) between 63% to 70% of the respondents indicated that they had completed all of their objectives at WRHC; (5) 78% of Group A respondents indicated that they were well prepared for the sales person test; and (6) among the 85% of Group B respondents who took the brokers test, 90% passed. Complete tabulated and narrative responses, and the survey instruments, are included. (PAA)

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Follow-up Studies of Three Groups of Former Real Estate Students

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ABSTRACT

THE PURPOSE OF THIS STUDY WAS TO SURVEY THREE DIFFERENT GROUPS OF FORMER REAL ESTATE STUDENTS AS A PART OF THE PROGRAM REVIEW PROCESS. THE STUDY INCLUDED SUCH ITEMS AS OBJECTIVES AND PREPARATION FOR ENROLLING THE COURSES, THEIR CURRENT EMPLOYMENT SITUATION, THEIR EXPERIENCE WITH LICENSE TESTING AND THEIR EVALUATION OF REAL ESTATE COURSES.

RESULTS OF THIS STUDY SHOWED THAT THE THREE GROUPS SURVEYED IN REAL ESTATE DIFFERED DRAMATICALLY. THE MAJORITY OF THOSE TAKING RES 101 WERE ONLY PREPARING FOR THE REAL ESTATE SALES PERSON TEST BUT A LARGE SEGMENT WAS ALSO TAKING IT FOR GENERAL INTEREST. ALMOST ALL THOSE TAKING RES 108, 109, OR 115 WERE PREPARING FOR THE REAL ESTATE BROKERS TEST. THOSE TAKING RES 123 OR 124 WERE TAKING IT EITHER FOR PERSONAL INTEREST OR AS CREDIT TOWARD A REAL ESTATE OR OTHER BUSINESS DEGREE OR CERTIFICATE. THESE GROUPS ALSO DIFFERED MARKEDLY AS TO EMPLOYMENT AND EDUCATIONAL BACKGROUND.

THESE FORMER STUDENTS HAD A VERY GOOD RECORD ON PASSING THE LICENSING TESTS AND FELT THEY WERE WELL PREPARED. A HIGH PERCENTAGE OF THESE STUDENTS ACCOMPLISHED ALL THE OBJECTIVES THEY SET OUT TO COMPLETE AT HARPER AND THOSE ENROLLED IN THE ADVANCED COURSES FELT WELL PREPARED FOR THE REAL ESTATE FIELD.

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Purpose

The purpose of this study was to survey three different groups of former Real Estate students as a part of the Program Review process. The study included such items as objectives and preparation for enrolling in the courses, their current employment situation, their experience with license testing and their evaluation of Real Estate courses. The study was requested by the Coordinator of the Real Estate Program at Harper College.

Population Surveyed and Methodology

The three different populations of the Real Estate Program students surveyed were all those who had been enrolled at Harper some time in the last five years and had the following characteristics:

Population Description	Population Size	PCT
Only took RES/101	2,749	79.7
Took RES/108, 109, and/or 115	412	12.0
Took RES/123 and/or RES/124	287	8.3
Total	3,448	100.0

A survey instrument was developed for each population by the Office of Planning and Research and the Coordinator of the Real Estate Program. These instruments are shown in the appendix. They were mailed to samples of the three populations and after three weeks, non-respondents were mailed a second survey instrument. After the second mailing the following response rates were obtained:

Population Description	Sample Size	Number of Respondents	Response Rates
Only course taken was RES/101	252	71	28.2%
Took RES/108, 109 and/or 115	300	105	35.0%
Took RES/123 and/or RES/124	284	78	27.5%
Total	836	254	30.4%

Discussion of Results

The three groups surveyed - RES/101 only, RES/108, 109, or 115, RES/123 or 124 - were quite different in many ways. Some 60 percent of the RES/101 students took the course to prepare for the Real Estate Sales Person test while others took it for personal interest and other reasons. Meanwhile, 92 percent of those taking RES 108, 109 or 115 took it to prepare for the Real Estate Brokers test. Those taking RES/123 or 124 were taking those courses either for personal interest or as a part of a real estate or other business program. Those that take these courses to prepare for tests take these courses at Harper College because Harper has a better reputation and success record, is less expensive, more convenient and can be taken as college credit.

Discussion of Results (continued)

Other differences are that those enrolled in RES/108, 109 or 115 are much more likely to be employed in real estate (65% vs. 30%) and are more likely to be on a commission only basis (81% vs. 61%). Those who enrolled in RES/123 or 124 are the least likely to have a bachelors degree (31% vs. 45%). Those who enrolled in RES/108, 109 or 115 are less likely to have taken their RES/101 at harper than the RES/123, 124 students (48% vs. 86%).

The Real Estate program at Harper College has an impressive record of helping students achieve success. Some 63 to 77 percent say they have completed all the objectives they set out to achieve at Harper. Among the 11-23 percent who leave before completing all their objectives at Harper, only 15 to 21 percent of this group leave because of a problem caused by Harper. Among those taking RES/101, only 69 percent went on to take the Real Estate Sales Person test, and of these, 89 percent passed the test. Some 78 percent of the students taking this course say they were well prepared for the test.

Among those taking RES/108, 109, or 115, 85 percent took the Real Estate Brokers test and of those taking the test, 90 percent passed the test. Eighty-two percent of those taking these courses said they were well prepared for this test. Among those enrolled in RES/123 or 124, 73 percent stated they were well prepared for their real estate job.

Very few students surveyed said they would prefer taking real estate courses for non-credit. Considering those who enrolled in RES/101 only, 42 percent said they will likely take another course at Harper while among those taking RES/108, 109, or 115, 59 percent said they will likely take another course at Harper. There were a large number of comments describing strengths and weaknesses and areas for improvement in the Real Estate Program. Many comments centered on the need for continuing education in Real Estate and being a resource to help real estate people stay current and help them prepare to renew their licenses.

Major Conclusions

The three groups surveyed in Real Estate differed dramatically. The majority of those taking RES/101 were only preparing for the Real Estate Sales Person test but a large segment was also taking it for general interest. Almost all those taking RES/108, 109, or 115 were preparing for the Real Estate Brokers test. Those taking RES/123 or 124 were taking it either for personal interest or as credit toward a real estate or other business degree or certificate. These groups also differed markedly as to employment and educational background.

These former students had a very good record in passing the licensing tests and felt they were well prepared. A high percentage of these students accomplished all the objectives they set out to complete at Harper and those enrolled in the advanced courses felt well prepared for the real estate field.

DETAILED RESULTS OF SURVEY OF STUDENTS WHO TOOK RES 101 AS THEIR ONLY REAL ESTATE COURSE

Preference for Credit or Non-Credit Noting Non-Credit Will Not Satisfy License Requirements in Other States	N	PCT
Would definitely prefer RES/101 for credit	47	68.1
No preference	19	27.5
Would definitely prefer RES/101 for non-credit	3	4.4
Total Respondents	69	100.0

Present Employment Situation	N	PCT
Employed full time in Real Estate	14	20.6
Employed part time in Real Estate	6	8.8
Employed full time outside the Real Estate field	29	42.7
Employed part time outside the Real Estate field	9	13.2
Unemployed but searching for a job	2	2.9
Unemployed by choice	8	11.8
Total Respondents	68	100.0

For Those Employed in Real Estate - Method of Payment	N	PCT
On salary basis only	5	20.8
Both salary and commission	5	20.8
Commission basis only	14	58.4
Total	24	100.0

Occupation Prior to Taking RES/101 at Harper College	N	PCT
Employed in Real Estate	10	15.4
Employed outside Real Estate field	42	64.6
Retired from field outside Real Estate	2	3.1
Not employed	11	16.9
Total	65	100.0

Education Prior to Enrolling in RES/101 at Harper College	N	PCT
No previous college	7	10.0
Some college work	33	47.1
Bachelors Degree or higher	30	42.9
Total Respondents	70	100.0

Primary Reason Student Enrolled in RES/101 at Harper	N	PCT
Prepare for Real Estate sales person test	42	60.0
For own personal interest	19	27.2
Help with present Real Estate position	4	5.7
Part of Real Estate certificate or AAS program	2	2.9
Elective in other business program	1	1.4
Convenient time	1	1.4
Course at Real Estate office was unsatisfactory	1	1.4
Total	70	100.0

If They Took Real Estate 101 Primarily to Prepare for the Real Estate Sales Person Test - The Reason They Took the Course at Harper College Rather Than a Real Estate Company of Another Location	N	PCT
Harper has a better reputation and a better record of persons passing test	16	26.6
It is less expensive at Harper	10	16.7
Can receive College credit at Harper	10	16.7
The location and times offered are more convenient	10	16.6
It was handy to take RES/101 along with other courses needed	7	11.7
Harper had an impartial viewpoint	3	5.0
Did not know of another option	3	5.0
Hoped Harper would be easier but it was not	1	1.7
Total Respondents to Item	60	100.0

Extent to Which Students Completed Their Objectives at Harper College	N	PCT
Completed all objectives set out to complete	52	76.5
Left Harper before completing all their objectives	9	13.2
Students still pursuing their objectives at Harper	7	10.3
Total Respondents	68	100.0

Reason Students Left Harper Before Completing Their Objectives	N	PCT
Personal, family reasons	8	61.5
Moved out of area	2	15.4
Harper program was unsatisfactory	2	15.4
Student will return later	1	7.7
Total Respondents to Item	13	100.0

Likelihood Student Will Take Additional Real Estate Courses at Harper College	N	PCT
Definitely will	7	10.1
Likely will	22	31.9
Not likely	32	46.4
Definitely not	8	11.6
Total Respondents	69	100.0

Current Full-Time Employment in Real Estate

Urban Planner	Sales Associate - 2	Did not specify
Property Manager - 2	Sales Agent	Owner/Covey Realty
Mortgage Loan Processor	Realtor	Sales Manager - 2
Realtor Associate	Mortgages Vice President	

Employed Part-Time in Real Estate

Sales Person - 3	Did not specify	Sales Associate
Marketing Assistant		

Employed Full Time Outside Real Estate Field

Chemical Lab Technician	V.P.Construction Company	Estimator
Manager	Litigation Office Mgr.	President
Accounts Mgr./Title Co.	Secretary	Consumer Investigator
Stationary Engineer	Administrator	Did not Specify - 2
Programmer/Mortgage Co.	Credit Analyst	Dir. Information Systems
Production Manager	Art Buyer/Advertising	Account Executive
Construction Supt.	Teacher	Office Mgr./Residential
Accounting/Computers	Sales/Marketing Manager	Graphic Artist
Legal Secretary	Developer	VP/Business Development
Communications Technician		Senior Engineer

Employed Part Time Outside Real Estate Field

Did not Specify - 4	Substitute Teacher	Merchandiser
Project Engineer	Driver	Marketing Consultant

Occupation Prior to Taking Real Estate 101 at Harper College

Retired VP Customer Serv.	College Student - 4	Food Chemist
Light Bulb Salesman	Chemical Lab Technician	VP/Construction Company
School Teacher	Clerk	Residential Cleaning
Secretary - 2	Homemaker - 3	Condominium Prop. Mgmt.
Estimator	Personal Banking Rep.	Bank Services Rep.
Consultant	Special Ed. Teacher	None - 2
Consumer Investigator	Designer	Lithographer
Data Processing/Conversion	Telephone Sales	Administrative Asst.
Mortgage Banking	Programming/Insurance Co.	Investment Analyst
Unemployed - 2	Teacher - 3	P/T in Accounting Dept.
Advertising	Sales Mgr./New Home Bldr.	Construction Manager
Letter Carrier	Supervisor Residential Bldr.	Computer Programmer
Claims Analyst	Manager/Apartment Complex	Property Management
Product Planning/Support	Sales - 2	Graphic Artist
Office Manager/Law Firm	Paralegal	Developer
Truck Driver	Finance	Sales Marketing
Ret. Airline Mrkt. Mgr.	Mortgages	Supervisor/Acct. Dept.
Office Leasing	Communications Technician	Senior Engineer

Experience with Real Estate Persons Test	N	All PCT	Those Taking Test PCT
Passed the test the first time	35	52.2	76.1
Passed the test after multiple attempts	6	9.0	13.0
Failed the test but plan to take it again	3	4.5	6.5
Failed the test - not sure will take again	2	3.0	4.4
Have not taken test but plan to in future	6	8.9	--
Have not taken test/have no plans to take	15	22.4	--
Total Responses	67	100.0	100.0
Total Who Have Taken Test	46		

Degree to Which Student was Prepared for The Real Estate Sales Person Test by RES/101	N	PCT
Very well prepared	22	37.3
Well prepared	24	40.7
Marginal	9	15.2
Not prepared	4	6.8
Total	59	100.0

Areas in RES/101 Which Were Most Important or Most Value to Student

Written Responses -- 41
Whole Course or Gen'l Information -- 10
Legal -- 5
Real Estate Principals -- 5
Test Preparation -- 4
Teacher Insights Experience -- 4
Contracts -- 3
Closing -- 3
Finance -- 3

Areas Where Student Needed More Help Not Included in RES/101

Written Responses -- 22
Math -- 7
Review for Test -- 4
Practical Knowledge -- 3
Filling out Contracts -- 3
Finance -- 2
Laws -- 2

Areas in RES/101 Which Proved To Be Not Very Important

Written Responses -- 6
Scattered Areas

Computer Software in Real Estate Which Student Has Come Across Which Might Be Valuable Additions to Harper College Real Estate Program - 5 Responses

MLS Software -- 2
CAD Programs for studying surveys
Skylight for Management of Property
Ten Man Systems - needs to be modified for student interactions

Other Comments - 37 Written Responses

Type	N	PCT
Positive	20	54.1
Both positive & negative or neutral	10	27.0
Negative	7	18.9
Total Written Comments	37	100.0

Areas in RES/101 Which Have Proved to be Most Important and Most Valuable

- The legal requirements and laws affecting real estate transactions.
- The entire course proved to be very valuable as I use almost every aspect daily.
- More investing information
- Basic understanding of real estate principals that I will use in personal dealings
- Prepared me for state exam.
- All were important.
- Finance
- General coverage
- Regulations
- Yes, sold real estate for 3 years.
- Teacher insights.
- The math was superb! The legal issues were great!
- General knowledge only
- Reading materials
- Getting to meet and observe the type of people attempting to get into RE sales.
- Covered what the test would be about/tried to duplicate the test.
- Thought all topics covered in the course were of value.
- Everything.
- Laws of the State.
- The teacher Dave McGowan - Dave had direct experience compared to first day with a teacher who was a real estate lawyer.
- Agency and contracts are probably what I have carried over to the business.
- The real estate terms/have a good understanding of them/when I buy a house it will come in handy.
- Knowing the legal implications of real estate sales.
- Buying/selling, contracts.
- Closing statements - Illinois law.
- The process of preparing to sell or buy real estate.
- Examples

Areas in RES/101 Which Have Proved to be Most Important and Most Valuable (cont'd)
- Contracts - have used my knowledge to buy and sell our own house.
- Property management.
- Liked my teacher - the information and method of presentation.
- Ownership.
- Financing chapters and closing statements.
- General real estate information.
- Most of the areas were very important to me.
- Knowledge to close home sale.
- Fundamentals of buying and selling.
- Test preparation
- None specifically, most important to me was gaining the knowledge to pass the State exam.
- Measurements of the properties.
- Real Estate Law.

Areas Students Needed More Help Which Were Not Included in RES/101
- Finance and the various alternatives.
- Illinois laws - finance
- Contracts, practical knowledge.
- The technical aspects (math) needed to pass the exam.
- Changing requirements.
- Math - a little more time should have been spent on real estate math.
- Review session outside of class - preparation "class" for test which students could request specific areas to concentrate. Take home/self-study questions multiple choice would be good. Reading questions in different ways is good to know if I truly understood terms and concepts.
- Possibly contents and not enough information.
- Math -- 5
- More mathematical areas need to be elaborated on, more detail.
- Laws
- More information on appraisals.
- Practical information on the actual process of filling out sales contracts, listing contract. What happens in the "real world" of listing and selling.
- Math overall - the class was difficult for me because I had no background in any of the necessary areas. Teacher was not in depth in subjects.
- Commercial application.
- Representing buyer/financial preparations.
- Preparing and taking the test.
- Vocabulary words.

Areas Included in RES/101 Which Proved Not To Be Very Important
- Plats, lots, boundaries, spent too much time on.
- The technical aspect (not math) that you would never need as a sales person.
- Penalties for breaking rules - if one has an ethical commitment and attempts to abide by the rules, the various penalties for breaking various rules, are of little interest.
- The text was ponderous and unnecessary. The reading assignments were ridiculous, too much content and not enough of the necessary information.
- Areas covered needed to be in order to pass the exam even though they are not used in everyday practice.
- Calculations.

Software Students Encountered Which Might be Helpful
For The Real Estate Program at Harper College

- Software used by MLS (Multiple Listing Services)
- The area MLS software programs now available to members, compass, etc.
- Any popular spreadsheet could be useful. Some CAD programs could be helpful when studying surveys.
- Skylight for Management of Property.
- Ten Man Systems - PC Diskettes - subject matter is good, needs to be modified to provide student interaction.

Other Comments

- Computer application in the sale of real estate will become more and more important with the use of advanced technology such as the CD. Sales personnel can take pictures of home with their camera and show them on a wide screen. Sales documentation can be programmed into the computer system and only the blanks need to be filled in. This would require only a program like Word Perfect 5.1.
- Continue the good work.
- Good program - I took class for personal gain - not to join real estate field.
- Had a good time attending Harper. Mr. Davis was an excellent teacher and the class was not only interesting but fun. The classes, make-up of students consisted of diverse people which made it even more exciting to attend.
- The instructor was excellent! Thanks to Mr. W. D. Davis!
- I enjoyed the class and also the teacher.
- It was an excellent course. I had an excellent teacher; however, I decided not to stay in the real estate business because I don't like working on straight commission. I prefer to receive a regular salary.
- I enjoyed the class.
- The instructor, Dave McGowan was very good and I feel gave us the information we needed to pass the real estate exam, provided you also did self study.
- Interesting
- The test was very difficult - test working confusing.
- The instruction that I had could not explain the math. Had to go to a cram session downtown - there they made it look so easy.
- Efficient, compact course - book a little dated - teacher very good, knowledgeable
- The RES/101 program is an excellent program that prepares an individual for the real estate exam and a real estate career.
- It was an excellent preparation for the exam, but much of the material would never be needed for a sales person taking the course to pass the exam.
- It was of the opinion of not only myself, but others, that our teacher was the worst teacher for this class. I am of the opinion that preparing for this test should be taken at a real estate company who are aware of what the test is about.
- The course I took finished about 2 weeks before the requirements changed. We were not warned to be on the alert for changes and were given no insight into the nature of the changes.
- A good instructor made the class interesting - laid the facts about real estate out in the open - explained the pros and cons about real estate and all its pitfalls.
- I think it was very good although some participants may have viewed some areas as irrelevant to them - the topics covered were not only essential as business education but were also valuable to people who own real estate or may be buying or selling. Also I thought the instructors were first rate. It would be nice if Harper offered the continuing credit courses.
- Lack of education on real estate makes us a very foolish society. Many students were there for personal interest unlike myself - it was a career (mortgage lending). If I walked out of the class confused and empty, I wonder how they felt. Suggestion: An optional longer version - real estate should be fun to learn. My job is!
- What about videos for reviewing?

Other Comments (cont'd)

- Professor Davis was an excellent instructor and helped me immensely.
- I felt I passed the test the first time only because I was able to study texts from a real estate office that gave the course. I would never recommend this course to anyone. I felt the instructor was pompous. For a mid-term exam there were only 15 people that passed out of about 60 students. As a former teacher I felt the teaching was poor. If I had given such a test and received those results from my students, my department head would have told me that there had to be something wrong with the way I was teaching or else something was wrong with the exam.
- I felt well prepared to take the State exam so Harper met my objectives and the States objectives for the test. In that respect, I recommend no changes to the RES/101 curriculum. Unfortunately, in real estate, as well as other majors, I am sure, you learn so much just to pass the exam but forget most of it when you are out working. Any real estate company will teach you sales techniques; however, new associates make so many costly (and potentially legal) mistakes because of the "gray area" of how to handle your business or process a sales once you have succeeded in getting a prospect. Some type of apprenticeship program would help.
- It was an excellent program but it was much more involved than I expected. The instructor was quite biased which discouraged me from continuing. Maybe that was best for me. I still value the information and am very glad I took the class.
- I really enjoyed the teacher - Mr. McGowan.
- I would like to take appraisal courses in the future and further real estate, broker courses. The times for class are limited. I am sure because the students are a lower number than general education classes.
- I took the RES/101 over 8 years ago and have been out of real estate for over 3 years. It was a good course and prepared me to take and pass the State test, but I cannot remember any areas that should or should not be included.
- The teacher of the course I completed was very knowledgeable and expressed himself in a manner that was very understandable and clear.
- Took the course as part of job and 1 month later was laid off. New employment not in real estate field.
- In the early part of this year I took a half-day seminar on real estate appraisal. The class was offered by Harper and taught by a company located in Barrington. This class was a waste of my time and money. The pertinent information was covered in the last 15 minutes of the class. The test was true/false, with the first 25 items being "true" and the last "false". Everyone should have gotten 100 percent. I took the class to learn about appraisal. Unfortunately, everyone else just needed credits and apparently did not care to learn. It was an insult!
- I took RES/101 to enlighten myself on real estate. I did not want to hassle with real estate companies. My goal was not to make a career in real estate. I was just curious about real estate. I took RES/101 in 1988, so I cannot recall the details that are being asked in this survey.
- My original teacher was terrible! I asked another teacher who was teaching at a different time to set in on his class and he agreed. This teacher was Dave McGowan and he was excellent! I enjoyed his class and thought he had a lot of practical and personal experience.
- The two classes I made up with a different instructor were more informative than my regular classes. This instructor talked more in layman's terms. I got a lot out of his classes. The instructor for the exam was not of everyone's level. Only students who had him as a teacher understood his explanations.
- I enjoyed taking the class. I felt at the time a strong commitment to the class.
- Should follow through or have a course primarily to complete test.
- My career objectives are to become a State certified real estate appraiser. I was led to believe that I could get the education at Harper - that was not the case. Even though I am still at Harper taking other classes, I will not take any more classes in the Real Estate Department. The program is incomplete. Almost an after thought.

DETAILED RESULTS OF SURVEY OF STUDENTS
WHO HAVE TAKEN REAL ESTATE 108, 109 OR 115
AT HARPER COLLEGE

Education level prior to enrolling in Real Estate at Harper College	N	PCT
No prior college	6	5.7
Some college work	48	45.7
A bachelors degree or higher	51	48.6
Total	105	100.0

Where students took their Real Estate 101		
At Harper College	47	47.5
At another college	10	10.1
At a real estate company	42	42.4
Total	99	100.0

Colleges or Schools Where RES/101 Was Taken	
Continuing Education School District No. 211	2
Continuing Education School District No. 214	1
McHenry Community College	1
College of DuPage	1
Oakton Community College	1
Northern Illinois University	1
Eastern Illinois University	1
Private School	1
Not Specified	1

Real Estate companies where RES 101 was Taken			
Century 21	7	Realty World	1
Coldwell Banker	6	Mullins	1
Real Estate Education Company	6	Starck Realty	1
ERA Training School	2	Realty R.E. School	1
National Real Estate School	1	Maggio Realty	1
Prudential	1	Fornelli Real Estate	1
Circle America	1	Company/out of business now	1
First United	1	Bolger	1
NW School of Real Estate	1	Institute of RE Management	1
REUS	1	Did Not Specify	5
Red Carpet	1		

Primary Reason Student Enrolled in RES 108, 109 or 115	N	PCT
Prepare for a Real Estate Brokers test	99	91.7
As part of the Real Estate Certificate or AAS program	3	2.8
For own personal interest	3	2.7
To keep current with requirements for renewal of brokers license	3	2.8
Total	108	100.0

For Those Who Took RES 108, 109, or 115 Primarily to prepare for a Real Estate brokers test, the primary reason they took the course(s) at Harper rather than another college	N	PCT
Harper has a better reputation and a better record of persons passing the exam	26.33	26.6
Less expensive	25-5/6	26.1
It was handy to take RES 108, 109 or 115 at Harper along with some other needed courses	17.33	17.5
Convenience of time offered and location	15.5	15.7
Could get credit toward a degree	2.5	2.6
Harper offered 8-week accelerated course format	2	2.0
Company would pay for course at Harper	2	2.0
Harper was the only option student knew about	2	2.0
Friend recommended Harper College	1	1.0
Scholarship would pay for course at Harper	1	1.0
Harper program was more extensive	1	1.0
Better environment and atmosphere for learning material	1	1.0
Knew instructor	1	1.0
Harper is independent of other firms	.5	.5
Total	99	100.0

Extent to Which Objectives Pursued at Harper College Have Been Completed	N	PCT
Still pursuing objectives at Harper	17	16.3
Completed all objectives set out to complete	76	73.1
Left Harper before completing all objectives	11	10.6
Total	104	100.0

Reason Student Left Harper Before Completing All Objectives		
Personal or family reasons	8	57.2
Harper program was unsatisfactory or not helpful	2	14.3
Courses needed not offered	1	7.1
Moved out of Harper area	1	7.1
Work pressure too much	1	7.2
Failed first exam - waiting to hear results of 2nd exam	1	7.1
Total	14	100.0

Likelihood Person will Take Additional Real Estate Courses at Harper College in the Future	N	PCT
Definitely will	22	21.8
Likely will	38	37.6
Not likely	33	32.7
Definitely not	8	7.9
Total	101	100.0

If Real Estates 108, 109, or 115 were Offered for Non Credit Would that Option be Preferred?		
Would definitely prefer credit option	55	52.9
No preference	47	45.2
Would definitely prefer the non-credit option	2	1.9
Total	104	100.0

Present Employment Situation	N	PCT
Employed full time in Real Estate	56	54.4
Employed part time in Real Estate	11	10.7
Employed full time outside Real Estate	20	19.4
Employed part time outside Real Estate	5	4.8
Unemployed but searching for a job	4	3.9
Not employed by choice	7	6.8
Total	103	100.0

How Those Employed in Real Estate are Paid		
On a salary basis only	5	6.7
On both a salary and commission basis	9	12.2
On a commission basis only	60	81.1
Total	74	100.0

Occupation Prior to Enrolling in RES 108, 109, or 115		
Employed in Real Estate	38	39.2
Employed outside Real Estate	48	49.5
Retired from field outside Real Estate	3	3.1
Not employed	8	8.2
Total	97	100.0

Current Employment/Employed Full Time in Real Estate

Broker - Trainer	Broker Associate - 16	Broker - 6
Broker - Owner - 2	Officer/Gen'l Contracting	Sales Associate - 2
Industrial Properties Spec.	Owner/J.T.Whitney & Assoc.	Realtor - Salesman
Realtor Associate - 2	Real Estate Sales	Manager
V.P./Cambridge Properties	Did not specify	Self Employed
Rental Management/Broker	Apartment Management	Property Manager - 3
Broker & Mortgage Financing	Broker/Manager	Broker - Owner - 2
Asst.V.P. Property Mgmt.Sales	Mgr. Corporate Real Estate	Review Appraiser
Director of Marketing	Did not specify	

Employed Full Time Outside Real Estate

Sales/Service	Financial Planner	Industrial Sales
C.F.O.	President	Broker/Manager
Traffic Studies Engr. IDOT	Owner/Trophy Business	Admin. Assistant
Office Manager	Construction Manager	Security Guard
Dept. Supervisor	Did not Specify	Accountant
Communications Specialist	Customer Service	Computer consultant
Hair Stylist		

Employed Part Time in Real Estate

Business Broker	Pres. of Real Estate	Broker - 3
Office Broker & Consultant	Services Company	Sales Agent
Real Estate Sales Person	Associate Broker - 2	Associate

Employed Part Time Outside of Real Estate

Instructor	Mathematics Consultant	Consulting Engr.
Library/Technical Services		

Occupation Prior to Enrolling in RES 108, 109 or 115

Teacher - 5
V.P. Mrkt. for Development Company
Secretary - 3
Accountant
Licensed Practical Nurse
Executive
Administrative Management
Automotive Fleet Manager
RE Office/Major Corporation
Aircraft Supply Stock Clerk
Head Nurse
Office Mgr./Construction Co.
Accountant/Secretary for Family RE Dev. Company
Mortgage Accountant
Banking
Flying and Sales
Mgr. Corporate Real Estate
Letter Carrier/UPS
Computer Technician - 2
Manage Repair Dept. for a large Computer Company
Homemaker - 6
Real Estates Sls. Assoc. - 2
Ret. School Administrator
Health Care
Sales Manager
CPA/Financial Consultant
Realtor - 2
Hotel Industry
Civil Engr.
Librarian
Manufacturers Rep.
Engr./Development Consultant
Corporate Management
Electronics Tech - 3
Insurance Broker
Res. Property Manager
Sales - 2
Self-Employed Retail
Customer Service Rep.
Real Est. Salesman - 13
Student - 3
Industrial Sales
Sales Agent/Residential
Real Estate Agent- 5
Owner/Restaurant
Engr./Gen'l Contractor
RE Appraiser
Exec.Secretary/Homemaker
Die Caster
Ret. General Manager
Awards Mfgr. and Sales
Food Research
Property Management - 2
Travel Agency Sales Rep.
Marketing for Builder
Financial Analyst
Cosmetologist - 2
Engineering
Banking
Leasing Agent

Situation Regarding Real Estate Broker Test	N	PCT of Total	PCT of Those Taking Test
Passed test the first time	68	66.7	78.2
Passed test after multiple attempts	10	9.8	11.5
Failed test but plan to take again	4	3.9	4.6
Failed test - not sure will take again	5	4.9	5.7
Have not taken test - plan to take in near future	8	7.8	--
Have not taken test - have no plans to take it	7	6.9	--
Total	102	100.0	100.0

How Well Do Students Feel They Were Prepared for Real Estates Brokers Test

	N	PCT
Very well prepared	55	55.5
Well prepared	26	26.3
Marginal	13	13.1
Not prepared	5	5.1
Total	99	100.0

Areas in RES 108, 109, or 115 Which Were Most Important or of Most Value To Students

Written Responses -- 55
Legal Issues -- 15
Test Preparation -- 13
Whole Picture -- 9
Finance -- 7
Math -- 7
Good Problem Solving Examples -- 7
Other Specifics

Areas Student Needed More Help Which was not Included in Course(s)

Written Responses -- 30
Need More Law -- 9
Better Math Preparation -- 8
Better Test Preparation -- 5
Appraisal -- 5
More Practical Applications & Discussion -- 4
Other Specifics

Areas in These Courses Which Have
Proved to be Not Very Important
Written Responses -- 19
A variety of areas mentioned

Software Students Have Come Across that Might
Be Valuable Additions to Harper College Real Estate Program
Suggestions -- 10
Various Software Packages

Other Comments	N	PCT
Positive	20	34.5
Neutral or Positive and Negative	12	20.7
Suggestions for Improvement	15	25.9
Negative	11	18.9
Total	58	100.0

Several mentioned need for continuing education courses that would allow brokers to renew their license. Some needed appraisal courses and some needed more of a variety of courses in order to complete certificate program in real estate at Harper College.

Areas of RES 108, 109, or 115 Which
Have Been Most Valuable or Important
- Real Estate Law - 2
- Finance - 4
- Ownership, Contract
- Each area has its own importance when you look at the whole picture.
- Everything I learned was important.
- Ability to obtain broker license and possibility of managing an office.
- Getting through the test.
- General regulations, agency relationship, State regulations.
- Help prepare for test.
- Obtaining a grasp on real estate law.
- Math - 4
- Problem solving examples.
- Test preparation
- Practical examples
- The class was designed to prepare the students for the broker exam - I felt that it accomplished the objective very well.
- Law, agency, escrow
- General knowledge
- I just needed to pass the broker's exam - want to be an office manager.
- Forms of ownership, legal issues, information on laws.
- The people giving the courses and they way they were able to integrate personal experiences into the course material.
- Review
- General knowledge of real estate terminology
- Math review, overall review
- Understanding the general nature of the real estate business, procedures, law, etc
- Review of Illinois statutes - 2
- Some understanding of real estate law, ethics - 2
- Re law finance contract law.
- Taught most of the information that was on State test.

Areas of RES 108, 109, or 115 Which
Have Been Most Valuable or Important (continued)

- Real estate legal aspects, re appraising and investment techniques.
- Open discussion, classroom instructor
- General interest - no specific area of preference.
- Instructor offered some good insights into the realities of being a broker as well as the technical information needed.
- License laws/rules and regulations
- Closing statements.
- Good/moderate refresher
- Real estate financing and contracts.
- Actual examples
- Office procedure and selling
- All areas are important for the purpose of passing the test.
- Math review, and required information for general questions.
- Computational
- The design of the course with the intention of the best preparation for the broker's exam.
- Thinking like a broker/owner and discussing actual legal cases pertaining to the industry.
- Too long ago to remember.
- Nothing in particular other than an increase in knowledge and a change in title.
- All of it.
- Test preparation
- Appraisal - closing statements
- All about the same perhaps legal descriptions.

Areas in Which Students Needed More Help Which
Was Not Included in RES 108, 109 or 115

- State law
- Had a problem with the math part of the test.
- Math - 6
- More explanation and time to discuss topics in class.
- A definitive lesson plan pertaining to material required in preparation for testing.
- State licensure law.
- Most recent changes of Illinois Real Estate laws.
- Have a class than a drill - it's old fashioned but it helps pass a test! Did not care for the instructor of RES/115. He did not meet the needs of the class, i.e., he failed 1 student that had sold over $1 million in real estate in 5 weeks of the class. That person did not get a fair shake as far as I was concerned. Mr. Davis in 101 goes 200 percent for his students. He is an A+ instructor.
- More testing
- Just more information - can always learn more and develop more expertise.
- Practical application of the principles.
- Test methods as given by State.
- Practice in preparing sales contracts, presentations - possible role playing.
- Legal - appraisal
- Illinois State law.
- If anything, more legal information. Even though we don't practice law, the background information is very vital.
- The book was not providing sufficient information for test purposes, did not cover securities, appraisals, valuation very well or Illinois information.
- Real Estate appraisal for credit toward licensure.
- Law - poor instructors used - obtain instructors familiar with real estate. A degree is not that important, field experience is!

Areas in Which Students Needed More Help Which
Was Not Included in RES 108, 109 or 115

- Sales Techniques.
- Application of rules
- Better understanding of law and appraisal.
- Course covered everything - could have spent more time in some areas.
- Found the math difficult and do not feel that I was properly prepared. There was an additional math class offered which I was unable to attend because I work on Saturday.

Areas Included in RES 108, 109, or 115
Which Proved to be Not Very Important

- A lot was basic review of salesperson's course - I would like more in-depth on new issues, buyer, brokerage, etc.
- Most of the emphasis on closing statements card.
- RES/108 was the exact duplicate of RES/101.
- Far too much of the courses are geared toward residential real estate which differs dramatically from commercial brokerage.
- State rules and regulations
- Basically, none of the real estate courses prepare you for the real world of selling real estate.
- I am in commercial property management and felt that residential was overly emphasized. I realize that most real estate is residential but I feel that practical application of the principles should be emphasized.
- Some areas were repetitious as I already had the grasp of some material.
- Management, etc.
- Lot lines, principle meridians
- Appraisal was taught by a certified appraiser. It was very difficult to stay awake through that class. Any information I learned was through the materials, not the appraiser. Math was not covered in detail.
- Use of individuals not familiar with real estate. Anyone can read a book.
- Courses are geared more toward residential than commercial, but as preparation for brokers course, this is appropriate.
- Illinois law.
- Application - measuring
- Most of it.
- Matters pertaining to managing a real estate office
- Deeds

Software Which Students Have Come Across
Which They Think Might be Helpful to the
Real Estates Program at Harper College

- Software used to assist in comparable market analysis.
- MAC freedom - investment analysis program.
- Within local area now that computers are the norm, perhaps introduction into those used in map or regional mls.
- Real term
- Map mls and stellar - Compas - MLSNI
- Ten-man systems offer any excellent continuing education program - self-study on computer disks.
- A general introduction to the regional and map systems would be helpful also programs such as Word Perfect and Lotus 123 would be useful.
- IDRC
- You might try MAC Real Estate.
- Filing Assistant - keeping tract of properties/individuals - compass/photo-trieve for regional mls.

Other Comments

- More test for preparing for brokers exam.
- I think any course relating to brokerage should have some time devoted to the practical aspects of owning or managing an office.
- It was helpful at the time but that was about 10 years ago.
- Have more access to real estate readings, articles, and professional journals. Also expand to have commercial real estate classes.
- Very good courses. Make several transaction and the education was very helpful.
- Some of the students would take up half the class on some little technicality.
- I enjoyed the lectures; however, I did not work in real estate long.
- I was satisfied with the program and was able to pass the State exam on my 1st try
- I was satisfied - my reason for failure the first time had nothing to do with Harper's instructor. In fact, I highly recommend Marcy Mermel as instructor for the classes.
- Overall, pretty good - instructor was very good, Marcy Mermel.
- Imperative to have instructions that have both extensive practical knowledge in real estate field and also follow good, approved, adult education principles in the classroom.
- Marcy Mermel is a very good instructor!
- Did not pass brokers test after completing brokers course at Harper. Took course over with a private real estate company and passed test second time. Recently completed required continuing education courses at Oakton because Harper did not offer these courses.
- Excellent - enjoyed the professionalism of the instructors.
- The lady instructor was worthless. With my husband's help I used text books and taught myself. I only attended class because it was mandatory - 1988.
- Tailor classes more for preparation in State license exam. Curriculum should also include increased emphasis in Ill. State real estate rules/law.
- It would have been nice to have the course available during the day.
- Great instructors - McGowan and Mermel.
- Overall, I felt well prepared for the broker test - the review class was very beneficial.
- Big opportunity for Harper to offer required C.E. courses in real estate.
- Needs to have a complete instructional appraisal program in order to properly serve the public. C.E. program not sufficient for educational purposes with regard to real estate appraisal.
- Since we were a small class I feel that my teacher should have evaluated my exam and given me more direction.
- I would like Harper to offer the mandatory courses and electives needed to renew broker's license. Harper should become an approved school by the State for the C.E. courses required now for license renewal. Other schools are offering the courses. Why isn't Harper? I am interested in becoming an appraiser. Harper should offer all the courses and be approved by the State for this. I cannot understand why Harper is not approved for the courses necessary for real estate sales and broker's renewal. I had to go to another school to take these courses.
- I should not be in this survey - took courses at Harper more than 5 years ago.
- Excellent - I took the courses a long time ago and may want to repeat them as refreshers.
- I felt Mr. Davis did an excellent job at preparing his students for the exam. I do believe students should be prepared for broker agency now and also the fact that so many people seem to have lawsuits on their minds today. I did not feel the broker's course was well presented at the time I was enrolled - 1982.
- My teacher felt we knew it all.
- Not pleased with C.E. offerings to fulfill State's current requirements for license renewal - both salesman and broker. My husband (salesman) and myself (broker) took mandatory classes through real estate education company - cheaper than Harper and offered in 1 12-hour day. Both of us do only referrals in real estate and wanted to complete these requirements as inexpensively and painlessly as possible.

Other Comments (continued)

- I think our teacher is very knowledgeable, but is not a very good teacher.
- Sorry - It's so long ago and I am not practicing. I have forgotten whether it was for a sales agent or broker - never took brokers exam.
- Excellent program - good instructors.
- Marginally prepared for brokers test. The courses prepared you with facts. The test - in 2/93 - was theory except for the math and required common sense. Harper is close to my office. The start/finish times worked well with my schedule. The course itself was directly focused on my objective vs. Oakton equivalent. I would take more classes at Harper.
- Since I don't really work in real estate, I don't feel qualified to comment.
- Even though I use by broker's license only occasionally, I enjoyed the training I received at Harper College. The real estate classes broadened my knowledge considerably - enjoyed the teachers.
- The review after the course and before taking the test was bad and many people walked out prior to the end. Instructor was arrogant, insensitive and did not follow coursework. How about courses designed to meet our required credits to maintain state required salesman and broker licenses!
- I took these courses in 1978!
- I enjoyed taking the course at Harper College. Marginally prepared for the test -- not because of the course contents. I let a lot of time elapse after completing the course before taking the exam.
- Re employment - on medical leave - not by choice, but health reasons currently prohibit me from continuing any full-time plans.
- More should be taught about lenders requirements and information re: real estate sales.
- I liked the shortness of the course. I was afraid that I would not get the needed information in this short time but was well satisfied. This had a lot to do with the instructor as I understand from other students that the other instructor was very lethargic in her teaching methods. I heard complaints that they were unable to stay focused. The optional reviews I believe are of tremendous assistance in bringing everything together.
- Dave McGowen was an excellent instructor - he always captured our interest. He is so knowledgeable in the field of real estate and made every effort to share that knowledge. I truly believe the instructor makes the class. He not only made it informative, but fun! I would recommend Dave McGowen and Harper to anyone!
- Like to see the investment course offered again. have not seen it offered in a couple of years.
- Instructor knew the practical side of real estate and offered anecdotes throughout the course to keep it interesting.
- The program needs an appraisal licensure course program - once you complete the necessary classes then you can do appraisals.
- Exceptional program - obtain books that students can understand - real estate education has an exceptional value - 1 or 2 books cover all phases for exams. - keeps costs down and saves valuable storage space.
- I don't feel the real estate broker's class was adequate preparation for the exam. More emphasis should have been placed in calculations, closing statements and appraisals.
- The real estate courses I took at Harper were in my opinion excellent for the sales license and barely adequate for the brokers training. Most of what you need in the "real world" practice of real estate is learned after licensing. The courses are geared for passing the State exams and have very little to do with actual real estate transactions. The instructor whose name I can only remember as Marcy was not what I expected after having Mr. Davis. Basically, I was pleased with my Harper experience.
- I felt your approach was extremely well done. You were flexible in light of work schedules for students who were employed, and you specifically concentrated on helping students for the State exam. Great job!

Comments (continued)

- More practical than theory.
- Overall quality is very good. Most instructors rate good to excellent. I have attempted to enroll in real estate law 3-4 times but due to burdensome method of registration and inadequate telephone lines, I could not register or class did not meet minimum enrollment. Will you offer continuing education courses for real estate broker and appraiser license renewals?
- I felt the real estate department was very unprofessional! I did not pass the course. I went on to take the course at another school and passed. I later received a letter from Harper stating I would have an incomplete put in my file because I failed your course. I would not recommend you to anyone!
- I would like to get a certificate in real estate, if not at least a degree. But I feel Harper does not express the "need" for students to take other classes like appraisal, finance, investments, property management. Many students in my classes were pursuing these areas of real estate. I probably would have finished my certificate in real estate if the classes were not dropped. I might have been on my way to my AAS. Re the question about the likelihood that I would take additional real estate courses at Harper in the future - I left it blank since I would if I knew the classes would not be dropped, but they always are. Please call me concerning this survey -- Wayne Kilburn 884-8210.
- Overall, I think it is excellent - especially the instructors.
- Marcy Mermel prepared us well for the exam and we had some lively discussions.
- Yes, I had an excellent teacher. We had a female substitute who taught basic classes at Harper. She was poor at communication, looked down with disdain at at students, and in general was lousy!
- I wish Harper would offer the classes for a certificate where you could choose from a couple of courses. Most of the time the courses are not offered continuously. I wish I could transfer the courses I took to pass the sales person exam. I hate to take them over just for college credit.
- I was very disappointed in the program and I have attached a letter explaining why in detail.

DETAILED RESULTS FROM SURVEY OF STUDENTS
WHO TOOK REAL ESTATE 123 OR 124 AT HARPER COLLEGE

Education level prior to enrolling in RES 123 or 124 at Harper College	N	PCT
No prior college	5	6.5
Some college work	48	62.3
A bachelors degree or higher	24	31.2
Total	77	100.0

Where students took their Real Estate Transactions course or RES 101		
At Harper College - took between 1970-1991	60	85.7
At another college - COD, CLC, NIU	3	4.3
At a real estate company	7	10.0
Total	70	100.0

Real Estate companies where RES 101 was taken sometime between 1985-1991

First United	Theodore Hoeller	Venture Real Estate
Starck and Company	Century 21	Real Estate Education/Schaumburg
Company that is now out of business		

Primary Reason Student Enrolled in RES 123/124		
For own personal interest	30	40.0
As part of the Real Estate Certificate or AAS program	19	25.3
As an elective in another business program - many of which are a part of Legal Tech program	16	21.3
To keep up-to-date in Real Estate business	5	6.7
To prepare for Real Estate broker's license test	5	6.7
Total	75	100.0

Status of whether original objectives at Harper have been met		
Still pursuing objectives at Harper	11	14.7
Have completed all the objectives set out to complete	47	62.7
Left Harper before completing objectives	17	22.7
Total	75	100.0

If Student left Harper before completing goals, the reason they left		
Personal or family reasons	7.5	37.5
Changed career goals	4.5	22.5
Harper program was unsatisfactory or not helpful	2	10.0
Courses needed were dropped or canceled before student could complete certificate program	2	10.0
Not enough time	2	10.0
Moved out of Harper area	1	5.0
Financial problems	1	5.0
Total	20	100.0

Present Employment Situation	N	PCT
Employed full time in real estate	16	23.2
Employed part time in real estate	6	8.7
Employed full time outside real estate	30	43.5
Employed part time outside real estate	6	8.7
Unemployed but searching for a job	3	4.3
Not employed - by choice	8	11.6
Total	69	100.0

How Those in Real Estate are Paid		
On a salary basis only	7	28.0
On both a salary and a commission basis	2	8.0
On a commission basis only	16	64.0
Total	25	100.0

Extent They Were Prepared for Their Real Estate Job		
Very well prepared	6	16.2
Well prepared	21	56.8
Marginal	7	18.9
Not prepared	3	8.1
Total	37	100.0

Employment Before Enrolling in Real Estate at Harper College		
Employed in real estate	17	23.0
Employed outside real estate	50	67.6
Not employed	7	9.4
Total	74	100.0

Current Employment Full Time Employed in Real Estate

Broker Associate	Did Not Specify	Sales Associate
Sr. Loan Officer	Sales Associate	Sr. Loan Closer
Paralegal	Sales Associate	Office Mgr. Re Dev Co.
Broker Associate	Broker Associate	Proper Manager
Building Inspector	Sales Associate	Computer System Mgr.
Tax Buyer/Self Employed		

Full Time Employed Outside Real Estate

Underwriting Tech. Insurance	Health Care Mgmt. Consultant	Asst. Treasurer
V.P. Retail Banking	Sales/Some personal Re work	Owner of Business
Did not specify	Auto mechanic	Engineer/outside plt.
Paralegal	Retiring teacher, June '93	Sales Associate
CNC Programmer/operator	Paralegal Specialist	Insurance Service Rep.
Engineer	Account Exec./Insurance	Electrical Engr.
Legal Secretary	Did not specify	Own Business
Commercial lending	Construction Loan Admin.	Did not specify
Mechanic	Renal Social Worker	Sales - Appliances
Did not specify	Collections	

Part-Time Employed in Real Estate

Real Estate Broker	Consultant/Real Estate	Owner/Manager
Sales Councilor	Realtor Associate	Agent

Part Time Employed Outside Real Estate

Waitress while attending 4-year college
Transcription/Currently
Barrington Park District "Keep Program"
Clerk
Did not specify
Laborer

Employment Before Enrolling in Real Estate at Harper College

Secretary/Law Office
Electronic Product Designer
Corp. Retail Real Estate Off.
Housewife/Student
Accountant
F/T Student/Legal Sec. P/T
Mortgage banker
Engineer
Real Estate Sales
Corp. Mgr. Const. & Real Estate/Square D Co.
Office Mngr./Real Estate Dev. & Construction Co.
Project Engineer
Ins. Underwriter/Teller
Proper manager
Managerial Asst. to a sales person
Accounting Construction
Paralegal/Legal Sec.
Banking loan processor
Banker
Retail Mgmt. to Commercial Real Estate Broker
Carpenter
Computer consultant
Secretary
Middle Mgmt./Finance Dept.
Homemaker
Industrial Sales
Secretary
Real Estate/17 years
Waitress and Secretary
Housewife
Loan Closer
CNC Programmer/Operator
Legal Secretary
Just entering RE field
Engineer
Communications Engineer
Real Estate Salesperson
Real Estate Broker
Office Manager/Mfg. Co.
Banking
Postal Worker
Sales HVAC
Real Estate sales
Claim adjusting
Software Specialist
Clinical Social Worker
Office Temporary
Credit and Collections
Consultant Business
Loan Officer
Banking
Real Estate Agent
Accounting Manager
Auto mechanic
Paralegal
Teacher
Legal Secretary
Machine Repairman
Accounting
Full-time student
Chief Mech. Engr.
High School Teacher
Landlord - 16 apts.
Executive Asst.
Secretary
Engineering
Student
Full-time student
Delivery
Real Estate Secretary
Mechanic
Homemaker
Appliance Sales
Computer Software Dev.

Areas in RES 123/124 That Have Proven to be Most Valuable or Important

37 Written comments
9 Legal Contracts
7 Finance
6 Whole picture
4 Preparing for Brokers Test
3 Real Estate Investing and other specifics
3 Real Estate law

Areas Students Needed More Help Which was not Included in RES 123/124

17 Written comments
3 Salesmanship
2 Finance
2 Property investment and other specifics

Areas in RES123/124 Which have Proved to be Not Very Important

10 Written comments -- a variety of items

Software Students have come Across Which They Feel Might be of Value to the Real Estate Program at Harper

6 Different suggestions

Other Comments

Positive	8
Neutral or both positive and negative	5
Suggestions for change	9
Negative	2
Total number of comments	24

Areas in RES 123/124 Which
Have Been Most Helpful or Valuable

- Good background in basic investing
- Law contracts - actually all are necessary to survive in today's environment
- It was so long ago I cannot remember the content specifically except when I began in the business world. Math is a very important part in the field of real estate and I really do not feel it is emphasized enough.
- Spent some time as a loan officer/mortgage - RES 123/Law boring class
- Preparing for broker's test
- Financing aspects
- Many years after class my husband and I were buying a house and I used my class notes to check my sales contract for key phrases to favor me and double checked with a real estate attorney who was impressed that I knew what I was doing.
- RES/124 methods used to determine ability to pay for mortgage and expenses.
- Opened my eyes to what real estate was all about and what was involved.
- Closing on my home application to my job.
- RES/123 was not available but I would of liked to take it. RES/124 helped to figure where one could go financially and the pro's to owning versus renting. You could pre-qualify yourself and help others to understand long and short-term financing.
- What was name of course? Cannot remember what finance?
- I would like to get my brokers license.
- Real estate investment.
- I found all the areas covered in the class interesting and a lot of them I could relate to everyday life.
- Structuring finance transactions
- Contractual
- Contracts - 3
- All - 2
- Learning the HPIZ calculator
- Only provided basic minimum information.
- Property description appraisal
- Left paralegal field shortly thereafter. Some personal knowledge about real estate
  contracts - mostly forgotten now.
- Preparation for test was adequate but preparation for career was not.
- Finance using and figuring out payments.
- Overcoming anxiety of working with customers on the financial side of the transaction. I dropped without properly withdrawing the course.
- All were good - the class was well rounded.
- Simply a better understanding of real estate law and how it works in our society.
- RES/123 application of the law. RES/124 application of real estate finance.
- Test discussion.
- The basic knowledge of real estate laws and principals, etc.
- Developed ability to understand aspects of real estate deals and closings.
- Understanding basic realty practices
- Deeds, mortgages, etc., and other transition documents.

Areas Students Needed More Help Which Was Not Included in RES 123/124

- When I started, creative financing was very much in vogue and I knew zip about it. I then discovered that in order to do well in the business you have to take many courses. So basically what I am saying is encourage students to work in a real estate office while taking courses to see just what this profession is all about. My personality was not suited to this type of business and I wasted a lot of time finding that out.
- Investment property.
- Too much emphasis on passing - no one seems to care if you learn anything.
- RES/123 - make it more available to night students.
- Closing outline exact checklist peculiars
- I went out and found the answers
- RES/124 could be tied into mortgage lending a little more.
- Negotiations
- Asset management
- Appraisal techniques and legal problems.
- Actual real estate transactions - title work
- Salesmanship
- The instructor required a specific calculation which I did not have a clue on how to operate. Having this calculator and finding finance intimidating I did not succeed in the course.
- How to list a property - get clients.
- I enjoyed the class; however, was not prepared for State exam - failed the first time.
- RES/123 additional lease law - commercial applications - RES/124 need to go into investment properties or institute the investment property course.
- Real estate marketing - real estate financing.

Areas Included in RES 123/124 Which Were Not Very Important

- Most - not your fault - a problem with the license structure.
- RES/124 was important.
- I found all areas of the class to have some value.
- Appraisal
- Litigation
- The teachers personal stories - I would have liked more textbook material taught than his stories - most were irrelevant to the class.
- Property management
- Learning about lot descriptions and history of real estate.
- Everything was not important to the job itself - the course only prepares you for the test - not a career.
- Anything covered in the textbook. The business experience of the instructors was most helpful.

Software Packages Students Have Encountered Which Might Be Helpful to the Real Estate Program at Harper College

- A local vendor has developed an interesting array of software to assist in sales and closing - call if interested in following up -- R. May, 773-8510
- Print shop Deluxe Marketing Practices. ACT for Windows/Tracking
- Too many computer systems to even mention.
- The compass software for MLS
- Multiple listing software could be revised since this software would not require an additional expense to agents that are already extended beyond their means. Why not teach the software that is already provided by the Multiple listings. Give me a call to discuss this possibility Friday evenings during the fall semester - Beverly Macarthur, 708-991-7744.
- If you were to offer a management course - Yardi Systems software is complex, but excellent. If you were to include a segment in a course on sales, prospecting, etc., a good software program would be Transact or ReView.

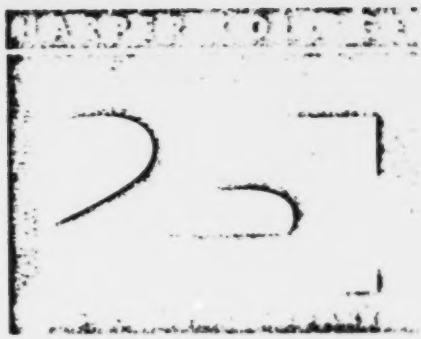
Comments

- Very good experience.
- The courses helped me obtain my brokers license at that time.
- Enjoyed this program.
- Harper College offers a good variety of courses, and non-credit courses which I have gone back to take from time to time. My studies were mostly satisfactory but found there was not a consistency in the quality of the teaching staff in the 70s. I am sure this condition has been improved.
- Why help someone succeed to become your competitors since they are independent contractors and so I objected to all that unpaid floor time you put in. I'll bet you are sorry you asked about my unfortunate choice; however, education is never wasted. I feel it has made me very aware when buying and selling homes which is why I took the course in the first place. The courses prepared you for the State test and gave you the ability to work in a real estate office after passing the test. Then the real training began on the job.
- Liked 124 - felt 123 was too general.
- The class I had years ago must have been good for residential real estate I would retake if I were to be in real estate to refresh myself. Check with large law firms to see what real estate areas, i.e., commercial/business real estate need more coverage. Large firms could probably use more real estate paralegals.
- I thought Scott Friedman was terrific.
- More networking with students and professionals in the wide range of real estate as a whole. Mr. Davis was most helpful. Has appraising been approved by the State yet for classes at Harper? There seems to be an interest while I was attending Harper and I would be interested again. Thank you!
- I hope to finish soon.
- It was a good course.
- When I first took RES/101 I was told how good Harper's real estate program was - since then I have tried several times to take other real estate classes outlined in the book in order to receive a certificate in real estate from Harper. So far RES/123 is the only other class I have taken because every time I tried to take another class, it was either canceled or not currently being offered. How can Harper offer a program when the classes or credits needed to complete the program are impossible to get?
- Expand program real estate asset management.
- Very good course.
- I consider it to be an excellent program.
- General scope as taught only applicable method due to versatile needs of the many.
- Have more information on brokers license and what classes are needed to take the brokers test.
- The limited times that the RES/124 course was available has not allowed me to re-take this course. Offer it when agents are least busy.
- Need to prepare students better for State exam.
- I believe I took this course as part of the certificate program in paralegal study. I have never really used the course for employment - just personal knowledge.
- From time to time seminar courses would be excellent on specific areas or low or legislative action for example - ADA, EPA REGS., Fair Housing, Tax Law, etc.
- I would like to see the appraisal courses offered which are necessary to obtain a real estate appraisers license.
- I was looking for a general but detailed class I could use in my personal life.
- Your program and admission procedures are to rigid for my needs.

A P P E N D I X

- Cover Letter

- Survey Instruments



Spring 1993

Dear Former Student in Real Estate:

You have been identified as having taken Real Estate courses during the past five years. Harper College is in the process of evaluating the Real Estate program and would like your input. Being a former student you are in an excellent position to provide us with some valuable information.

Any information you supply will be kept confidential and will be used only in combination with responses from other students. The number on the survey enables us to remove your name from the mailing list when your completed response is received saving the College the cost of unnecessary second mailings and you the bother of receiving another copy in addition to a follow-up telephone call.

When you have completed it, use the postage-free envelope enclosed for your convenience. We greatly appreciate your response to this questionnaire, and thank you very much for your cooperation.

Very truly yours,

John A. Lucas, Director
Office of Planning
and Research

jc
Enclosures

William Rainey Harper College, 1200 West Algonquin Road, Palatine, Illinois, 60067-7398 • 708/397-3000

SURVEY OF FORMER STUDENTS WHO TOOK

REAL ESTATE 101 AT HARPER COLLEGE

1- What was your occupation prior to taking Real Estate classes?

_____

2- What was your college education level prior to enrolling in RES/101 at Harper College? Check (x) one.

_____ A. No prior college
_____ B. Some college work
_____ c. A bachelors degree or higher

3- What was the primary reason you enrolled in the Real Estate 101 course at Harper? Check (x) the ONE most primary reason.

_____ A. To prepare for the Real Estate Sales Person test.
_____ B. As part of the Real Estate Certificate or AAS Program.
_____ C. As an elective in another business program.
_____ D. For my own personal interest
_____ E. Other (specify)_____
_____

4- If you took Real Estate 101 primarily to prepare for the Real Estate Sales Person test, why did you take the course at Harper rather than at a Real Estate company or some other location? Check (x) one.

_____ A. It is less expensive.
_____ B. The Harper course has a better reputation and a better record of persons passing the exam.
_____ C. It was handy to take RES/101 at Harper along with some other courses I needed.
_____ D. Other (specify_____
_____

5- Did you complete all your objectives you set out to complete at Harper? Check (x) one.

_____ A. I am still pursuing my objectives at Harper.
_____ B. I have completed all the objectives I set out to complete.
_____ C. I left Harper before completing all my objectives.

6- If you left Harper before completing your objectives, why? Check (x) one.

_____ A. Personal or family reasons
_____ B. Changed my career goals
_____ C. Moved out of the Harper area
_____ D. The Harper program was unsatisfactory or not helpful
_____ E. Other (specify)_____
_____

7- What is the likelihood you will take additional Real Estate courses at Harper in the future? Check (x) one.

_____ A. Definitely will
_____ B. Likely will
_____ C. Not likely
_____ D. Definitely not

8- If Real Estate 101 were offered for non-credit as well as credit, what would you have preferred? *REMEMBER* If non-credit, it will not satisfy license requirement in other states. Check (x) one.

_____ A. I would definitely have preferred taking it for credit.
_____ B. No preference.
_____ C. I would definitely have preferred taking it for non-credit.

9- What is your present employment situation? Check (x) one.

_____ A. Employed full time in Real Estate
Job Title_____
_____ B. Employed full time outside the Real Estate field
Job Title_____
_____ C. Employed part time in Real Estate
Job Title_____
_____ D. Employed part time outside the Real Estate field
Job Title_____
_____ E. Unemployed but searching for a job

_____ F. Unemployed by choice

10- If you are working in the Real Estate field, how are you paid? Check (x) one.

_____ A. On a salary basis only

_____ B. On both a salary and a commission basis

_____ C. On a commission basis only

11- What is your situation regarding the Real Estate Sales Person Test? Check (x) one.

_____ A. I passed the test the first time I took it.
_____ B. I passed the test after multiple attempts.
_____ C. I failed the test, but I plan to take it again.
_____ D. I failed the test, but am not sure if I will take it again.
_____ E. I have not taken the test yet, but I plan to in the near future.
_____ F. I have not taken the test yet, and have not plans to take it in the future.

12- How well do you feel you were prepared for the Real Estate Sales Persons test and/or your Real Estate job? Check (x) one.

_____ A. Very well prepared
_____ B. Well prepared
_____ C. Marginal
_____ D. Not prepared
_____ E. Not applicable

13- What were the areas in RES/101 that have been most important or of the most value to you? Please describe: _____

_____

_____

14- What were areas you needed more help in that were not included in RES/101? Please describe:_____

_____

_____

15- What were areas included in RES/101 that have proved to be not very important? Please describe:_____

_____

_____

16- Have you come across any computer software in Real Estate that might be valuable additions to the Harper College Real Estate Program? Please describe:

_____

_____

_____

17- Make any other comments you would like about RES/101 or the Real Estate Program in general at Harper College. _____

_____

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_____

THANK YOU for completing this survey!

SURVEY OF FORMER STUDENTS WHO TOOK

REAL ESTATE 108, 109 or 115 AT HARPER COLLEGE

1- What was your occupation prior to taking the Real Estates Course?

_____

2- What was your college education level prior to enrolling in RES/108, 109 or 115 at Harper College? Check (x) one.

_____ A. No prior college
_____ B. Some college work
_____ C. A bachelors degree or higher

3- Have you taken Real Estate Transactions (RES/101) prior to enrolling in RES/108, 109 or 115? Check (x) one.

_____ A. Yes, I took it at Harper College
_____ B. Yes, I took it at another college - please specify which one:
_____
_____ C. Yes, I took it at a real estate company - please specify which one:
_____

4- What was the primary reason you enrolled in the Real Estate 108, 109 or 115 course at Harper? Check (x) the ONE most primary reason.

_____ A. To prepare for the Real Estate Brokers test.
_____ B. As part of the Real Estate Certificate or AAS Program.
_____ C. As an elective in another business program.
_____ D. For my own personal interest
_____ E. Other (specify)_____
_____

5- If you took Real Estate 108, 109 or 115 primarily to prepare for the Real Estate Brokers test, why did you take the course first at Harper rather than at a Real Estate company or some other location? Check (x) one.

_____ A. It is less expensive.
_____ B. The Harper course has a better reputation and a better record of persons passing the exam.
_____ C. It was handy to take RES/108, 109 or 115 Harper College along with some other courses I needed.
_____ D. Other (specify_____
_____

6- Did you complete all your objectives you set out to complete at Harper? Check (x) one.

_____ A. I am still pursuing my objectives at Harper.
_____ B. I have completed all the objectives I set out to complete.
_____ C. I left Harper before completing all my objectives.

7- If you left Harper before completing your objectives, why? Check (x) one.

_____ A. Personal or family reasons
_____ B. Changed my career goals
_____ C. Moved out of the Harper area
_____ D. The Harper program was unsatisfactory or not helpful
_____ E. Other (specify)_____
_____

8- What is the likelihood you will take additional Real Estate courses at Harper in the future? Check (x) one.

_____ A. Definitely will
_____ B. Likely will
_____ C. Not likely
_____ D. Definitely not

9- If Real Estate 108, 109 or 115 were offered for non-credit as well as credit, what would you have preferred? Check (x) one.

_____ A. I would definitely have preferred taking it for credit.
_____ B. No preference.
_____ C. I would definitely have preferred taking it for non-credit.

10- What is your present employment situation? Check (x) one.

_____ A. Employed full time in Real Estate
Job Title_____
_____ B. Employed full time outside the Real Estate field
Job Title_____
_____ C. Employed part time in Real Estate
Job Title_____
_____ D. Employed part time outside the Real Estate field
Job Title_____
_____ E. Unemployed but searching for a job

_____ F. Unemployed by choice

11- If you are working in the Real Estate field, how are you paid? Check (x) one.

_____ A. On a salary basis only

_____ B. On both a salary and a commission basis

_____ C. On a commission basis only

12- What is your situation regarding the Real Estate Brokers Test? Check (x) one.

_____ A. I passed the test the first time I took it.
_____ B. I passed the test after multiple attempts.
_____ C. I failed the test, but I plan to take it again.
_____ D. I failed the test, but am not sure if I will take it again.
_____ E. I have not taken the test yet, but I plan to in the near future.
_____ F. I have not taken the test yet, and have no plans to take it in the future.

13- How well do you feel you were prepared for the Real Estate Sales Brokers test? Check (x) one.

_____ A. Very well prepared
_____ B. Well prepared
_____ C. Marginal
_____ D. Not prepared
_____ E. Not applicable

14- What were the areas in RES/108, 109 or 115 that have been most important or of the most value to you? Please describe:_____

_____

_____

15- What were areas you needed more help in that were not included in RES/108, 109 or 115? Please describe:_____

_____

_____

16- What were areas included in RES/108, 109 or 115 that have proved to be not very important? Please describe:_____

_____

_____

17- Have you come across any computer software in Real Estate that might be valuable additions to the Harper College Real Estate Program? Please describe:

_____

_____

_____

18- Make any other comments you would like about RES/108 or 109 or the Real Estate Program in general at Harper College. _____

_____

_____

_____

_____

_____

_____

THANK YOU for completing this survey!

SURVEY OF FORMER STUDENTS WHO TOOK
REAL ESTATE 123 OR 124 AT HARPER COLLEGE

1- What was your occupation prior to taking this Real Estate course?

_____

2- What was your college education level prior to enrolling in RES/123 or 124 at Harper College? Check (x) one.

_____ A. No prior college
_____ B. Some college work
_____ C. A bachelors degree or higher

3- When and where did you take the Real Estate Transactions Course - RES/101? Check (x) one.

_____ A. At Harper College - When? _____
_____ B. At another college - Which one and When? _____
_____
_____ C. At a real estate company - Which one and When? _____
_____

4- What was the primary reason you enrolled in the Real Estate 123 or 124 course at Harper? Check (x) the ONE most primary reason.

_____ A. As part of the Real Estate Certificate or AAS Program.
_____ B. As an elective in another business program.
_____ C. For my own personal interest
_____ D. Other (specify) _____
_____

5- Did you complete all your objectives you set out to complete at Harper? Check (x) one.

_____ A. I am still pursuing my objectives at Harper.
_____ B I have completed all the objectives I set out to complete.
_____ C. I left Harper before completing all my objectives.

6- If you left Harper before completing your objectives, why? Check (x) one.

_____ A. Personal or family reasons
_____ B. Changed my career goals
_____ C. Moved out of the Harper area
_____ D. The Harper program was unsatisfactory or not helpful
_____ E. Other (specify) _____
_____

7- What is your present employment situation? Check (x) one.

_____ A. Employed full time in Real Estate
Job Title_____

_____ B. Employed full time outside the Real Estate field
Job Title_____

_____ C. Employed part time in Real Estate
Job Title_____

_____ D. Employed part time outside the Real Estate field
Job Title_____

_____ E. Unemployed but searching for a job

_____ F. Unemployed by choice

8- If you are working in the real estate field, how are you paid? Check (x) one.

_____ A. On a salary basis only

_____ B. On both a salary and a commission basis

_____ C. On a commission basis only

9- How well do you feel you were prepared for your real estate job? Check (x) one.

_____ A. Very well prepared

_____ B. Well prepared

_____ C. Marginal

_____ D. Not prepared

_____ E. Not applicable

10- What were the areas in RES/123 or 124 that have been most important or of the most value to you? Please describe:_____

_____

_____

11- What were areas you needed more help in that were not included in RES/123 or 124? Please describe:_____

_____

_____

12- What were areas included in RES/123 or 124 that have proved to be not very important? Please describe:_____

_____

_____

13- Have you come across any computer software in Real Estate that might be valuable additions to the Harper College Real Estate Program? Please describe:

_____

_____

_____

14- Make any other comments you would like about RES/123 or 124 or the Real Estate Program in general at Harper College. _____

_____

_____

_____

THANK YOU for completing this survey!

Operational Staff

Janice Cook, Secretary
Cal Meltesen, Research Analyst
Karla Hill, Research Clerk
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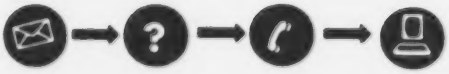

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